

{Medicare Advantage Plan Name} Appeals and Grievances Data Report

January 1, {insert year of report data} to December 31, {insert year of report data}

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| <p>What kind of information is this?</p> | <p>Medicare Advantage plan members have the right to file an appeal or grievance with their plan. Individuals eligible to enroll in a Medicare Advantage plan have the right to request information about the number of appeals and grievances a plan receives. The next few pages contain information about the appeals and grievances that {<i>plan name</i>} received in {<i>insert year of report data</i>}.</p> |
| <p>How many members does {<i>plan name</i>} have?</p> | <p>{<i>Plan name</i>} has about {<i>insert average number of enrollees</i>} members.</p> |
| <p>What is a level 1 appeal?</p> | <p>A level 1 appeal is a formal request for {<i>plan name</i>} to review {<i>plan name</i>}'s decision not to pay for, not to provide, or to stop an item or service that a member believes they need.</p> <p>If a member cannot get an item or service that the member feels they need, or if the plan has denied payment of a claim for a service the member has already received, the member can appeal to the plan. For example, a member might appeal our decision to stop physical therapy, to deny a visit to a specialist, or to deny payment of a claim.</p> <p>The number of level 1 appeals {<i>plan name</i>} had in {<i>insert year of report data</i>} can be found on line 1 of the attached report. The number of level 1 appeals received per 1,000 members can be found on line 2.</p> |
| <p>What can happen with level 1 appeals?</p> | <p>Plans may decide to pay for or to provide all services that the member asked for. These are called favorable decisions.</p> <p>Sometimes, plans decide not to pay for or to provide the services that the member asked for. These are called unfavorable decisions.</p> <p>Sometimes, a member may decide to withdraw their appeal. Because the plan dismisses a withdrawn appeal, they are not included in this report.</p> <p>The number of favorable level 1 appeal decisions {<i>plan name</i>} made can be found on line 3 of the attached report. Unfavorable decisions can be found on line 4.</p> |

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| <p>What is a grievance?</p> | <p>A grievance is a complaint that a member makes about <i>{plan name}</i>. For example, a member can file a grievance when they are unhappy because they believe their plan gives them too much or too little information, there are long wait times when calling the plan, a doctor’s office waiting room is too cold, or they have to travel long distances to get to their doctor.</p> <p>The number of grievances <i>{plan name}</i> had in <i>{insert year of report data}</i> can be found on line 5 of the attached report. The number of grievances received per 1,000 members can be found on line 6.</p> |
| <p>Where can I get more information about appeals and grievances?</p> | <p>If you are a member of <i>{plan name}</i>, you have the right to file an appeal or grievance.</p> <p>You can contact <i>{plan name}</i> at <i>{insert plan phone number}</i> to resolve a concern you may have or to get more information on how to file an appeal or grievance. TTY users can call <i>{insert TTY phone number}</i>. You may also refer to your Evidence of Coverage for a complete explanation of your rights.</p> <p>You also can contact the Beneficiary and Family Centered Care-Quality Improvement Organization (QIO) at <i>{insert QIO’s phone number}</i> for more information about quality of care grievances or to file a quality of care grievance.</p> |

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{Plan Name} Appeals and Grievances Data Report

January 1, {insert year of report data} to December 31, {insert year of report data}

Average Number of Members in {insert year of report data}: {insert average number of enrollees}

{Enter applicable appeals and grievances data in designated columns listed below}

Level 1 Appeals

| | Description | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Year Total |
|---|--------------------------------------|------------------|------------------|------------------|------------------|-------------------|
| 1 | Level 1 appeals received | | | | | |
| 2 | Level 1 appeals per 1,000 members | | | | | |
| 3 | Favorable level 1 appeal decisions | | | | | |
| 4 | Unfavorable level 1 appeal decisions | | | | | |

Grievances

| | Description | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Year Total |
|---|------------------------------|------------------|------------------|------------------|------------------|-------------------|
| 5 | Grievances received | | | | | |
| 6 | Grievances per 1,000 members | | | | | |

Quarter 1: January 1 – March 31

Quarter 2: April 1 – June 30

Quarter 3: July 1 – September 30

Quarter 4: October 1 – December 31

Year Total: January 1 - December 31
